

Newsletter

Penkridge Medical Practice

Issue 3
Autumn 2017

Planned Closure
Mon 8.00-18.30
Tues 8.00-18.30
Wed 8.00-18.30
Thurs 8.00-12.00
14.00-18.30
Fri 8.00-18.30

**Extended Hours
For appointments
booked in advance
dealing with non-
urgent matters**

Wed 18.30-20.00
Thurs 18.30-20.00

In this Issue

Telephones

Same Day Ap-
pointments

Online Access to
Medical Records

Flu Vaccinations

Emotional Well
Being Support

Clinical Pharma-
cist

Managing De-
mand

Zero Tolerance

Referrals

Hospital Services
Leaflet

Keeping in Touch with our patients

Telephones

Our new telephone system has been operating since May. On the whole we have received positive feedback about this. We are aware that occasionally patients may still have to wait until their call is answered by a member of staff. We apologise if this happens, but it will be due to the volume of calls coming into the surgery. There was also a period in September when we experienced some staffing issues, but this is now resolved.



Flu Vaccinations

Flu vaccinations have now started. We are offering vaccinations to those patients who meet the eligibility criteria. Appointments can be booked online or via reception.



Same Day Appointments

Our reception staff are required to ask patients a few questions about their reason for requesting a same day appointment. This helps the doctor who will be phoning the patient, but is also an opportunity to redirect patients to other clinical staff or services who are able to deal with their problem.

Patients do not always need to see a doctor.

Please answer questions asked by reception staff. Your confidentiality is assured.

Emotional Well Being Support

Counselling and emotional well being support can now be accessed direct and you do not need a referral from a doctor or nurse. A well being support worker is available in the Practice one day per week. If you feel you may benefit from this service please see the notice board in reception for more details or ask one of our reception staff to book an assessment appointment.

Online Access to Medical Records

Patients can apply for online access to their medical records. This is particularly useful for those patients with long term conditions where they have been asked to monitor test result levels. This extended access allows patients to see repeat medications, allergies, coded data (for example if you have been diagnosed with asthma this should be coded on your record) and test results, but only test results that have been requested by the GP—you won't be able to see results that have been requested by the hospital.

If you wish to apply for access please ask at reception. You will need to complete a form and supply ID documents.

Newsletter

Penkrige Medical Practice

Planned Closure

Every Thursday we are closed for staff training 1200-1400.

Once a month the local Clinical Commissioning Group provide GP cover so that doctors can attend updates and training. During this time the Practice will be closed and you will be advised to call 111 if you need urgent medical assistance.

Future Training dates for 2017 are
Thursday 2 Nov
Thursday 7 Dec

These sessions are
1200-1830

Keeping in Touch with our patients

Clinical Pharmacist

Erika Crichton-Baker is our new Clinical Pharmacist and replaced Siri Gopalan in July this year. Erika is an experienced Clinical Pharmacist who has worked in GP Practices for several years. She is a prescriber and is also qualified to deal with same day problems. If you request a same day appointment our duty doctor may book your appointment with Erika. She also specializes in Diabetes and may see patients for reviews, medication changes or specialist management.

Zero Tolerance

We operate a zero tolerance policy. It is not appropriate to be rude or shout at our staff. Persistent offenders may be removed from the Practice list.

Referrals

We are starting to move towards electronic referrals. If you are referred to a hospital or other service you may be asked by our secretaries to collect a letter from the surgery. This letter will give details about contacting an appointment booking service. You should follow these instructions in order to make your appointment.

Managing Demand for Same Day Appointments

We are seeing an increase in the number of requests for same day appointments being received after 5.00pm. This is both via the telephone and patients walking in to the surgery. Our duty doctor is unable to deal with calls at this time as they have started to see patients in the evening surgery. This is adding unnecessary pressure to the duty doctor and we feel we must alter the system to try to alleviate this.

We have surveyed neighbouring surgeries about this issue and found that most have established a cut off time for these requests.

The majority of the requests we receive after 5pm are issues that could be dealt with at a chemist, are self limiting illnesses (ie would resolve on their own within 5-10 days) or could wait until the following day. Patients who work in major towns or cities are able to visit walk-in-centres that are open until 8pm.

Based on this we have decided to establish a cut off time of 5pm. Patients may be offered an appointment if we still have same day slots available, but if all slots are full patients will be advised to visit a chemist, contact 111 or contact a walk-in-centre. There will, of course, always be exceptions to this and the duty doctor will still deal with requests for young children and babies, patients receiving palliative care, or those known to be severely frail.

We intend starting this system from December 2017.